

FIG. 1

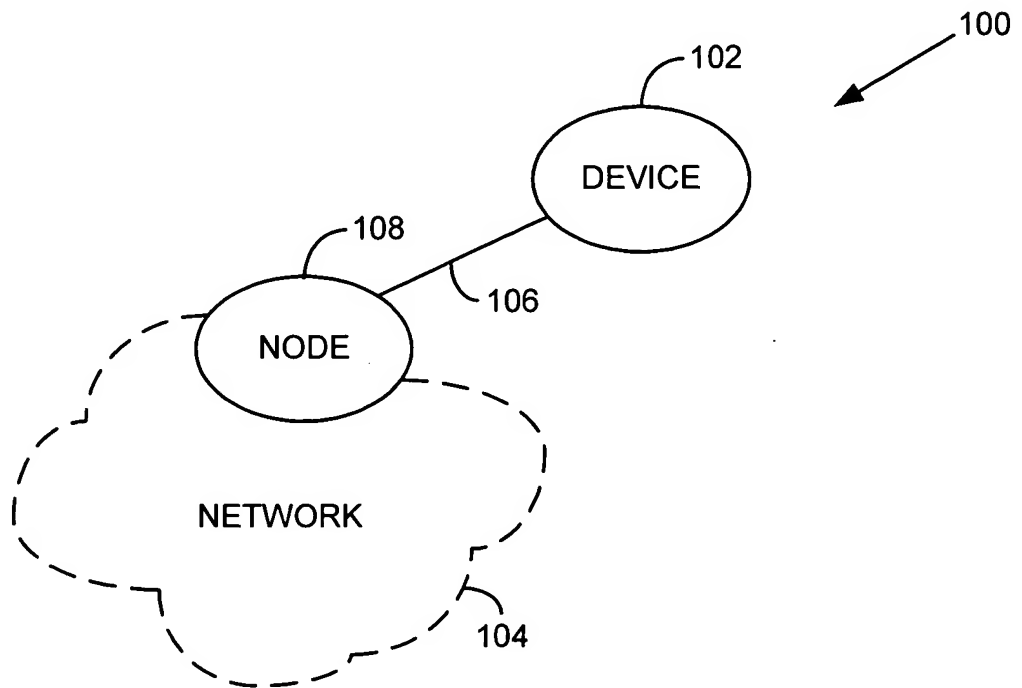


FIG. 2

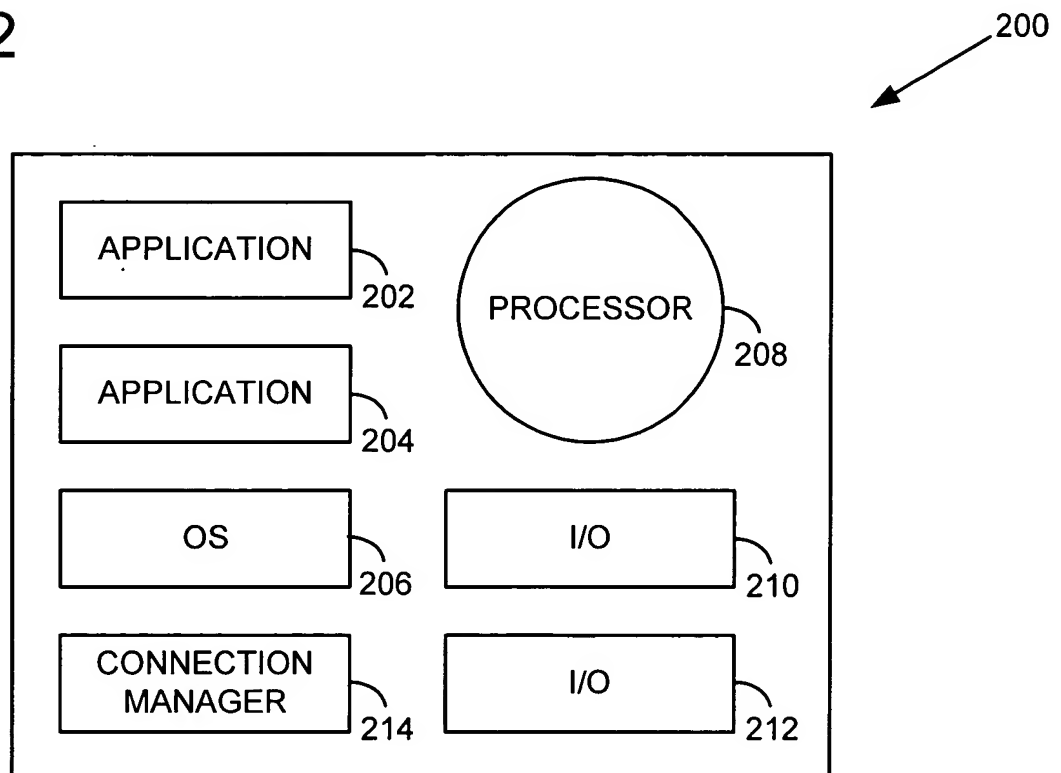


FIG. 3

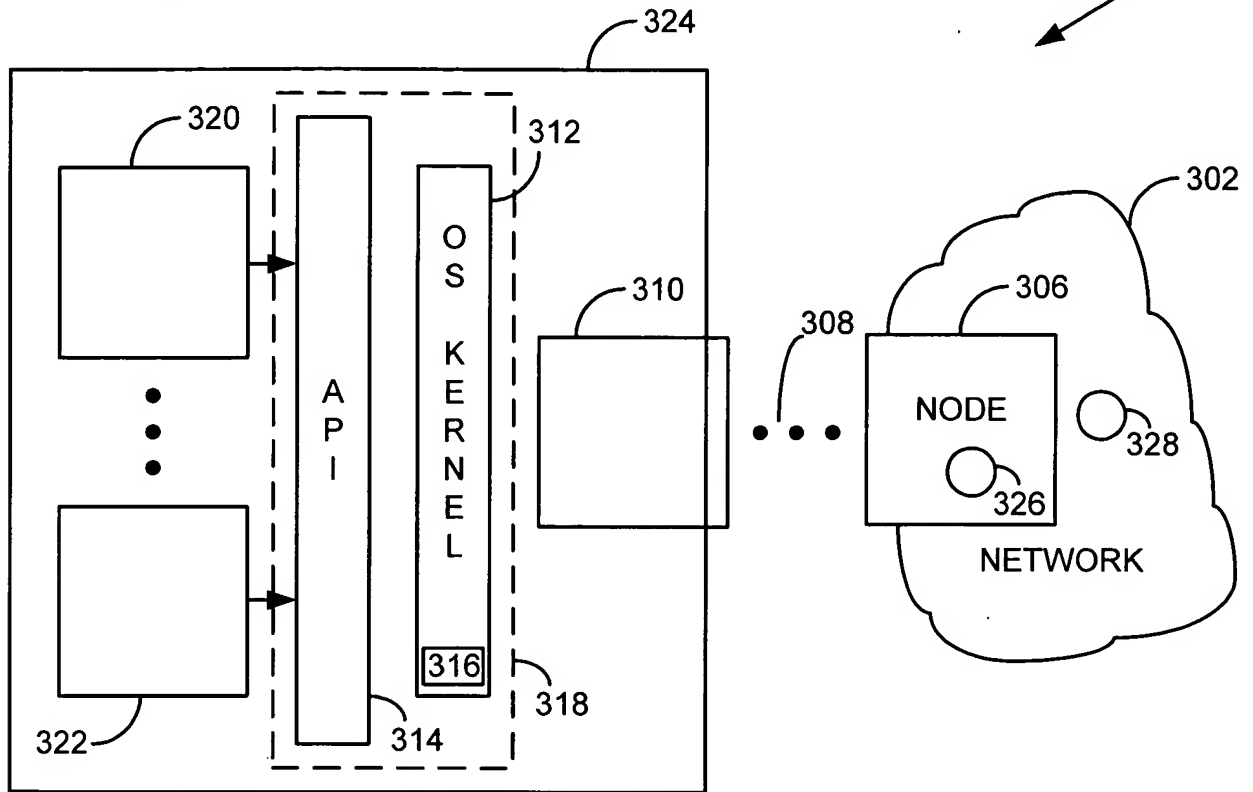


FIG. 4

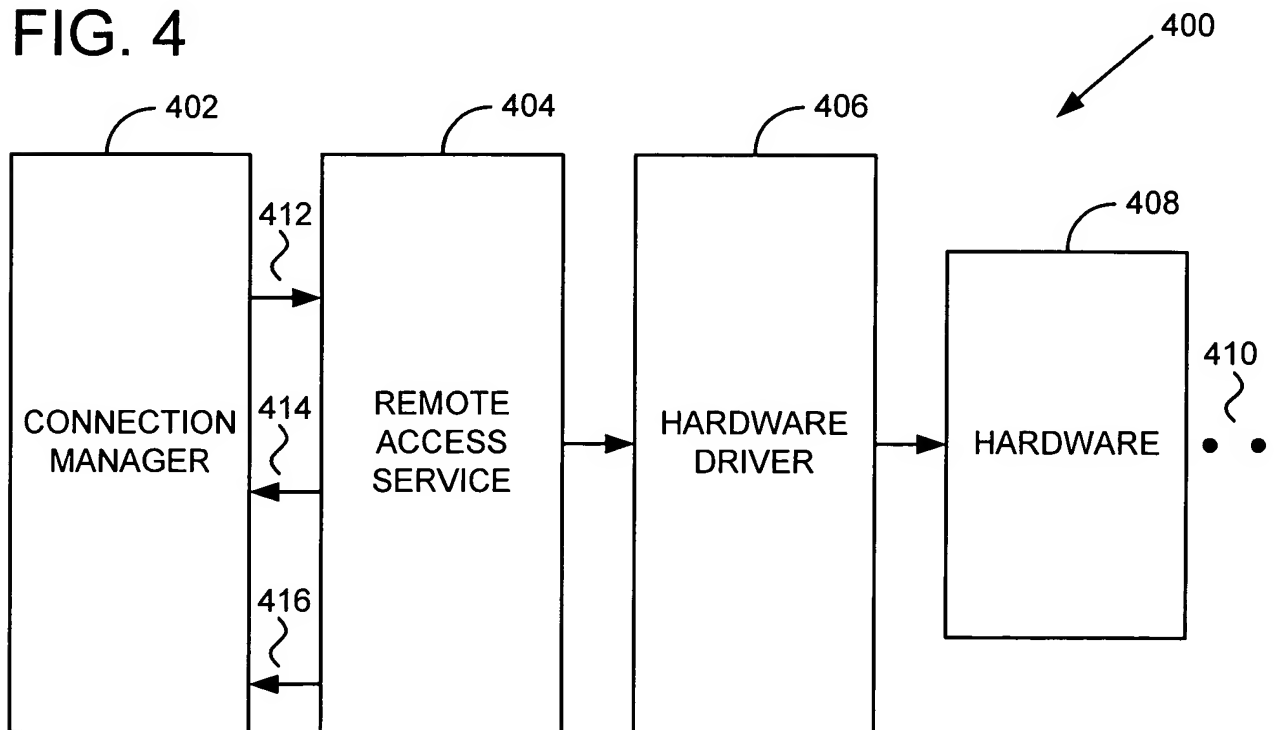


FIG. 5

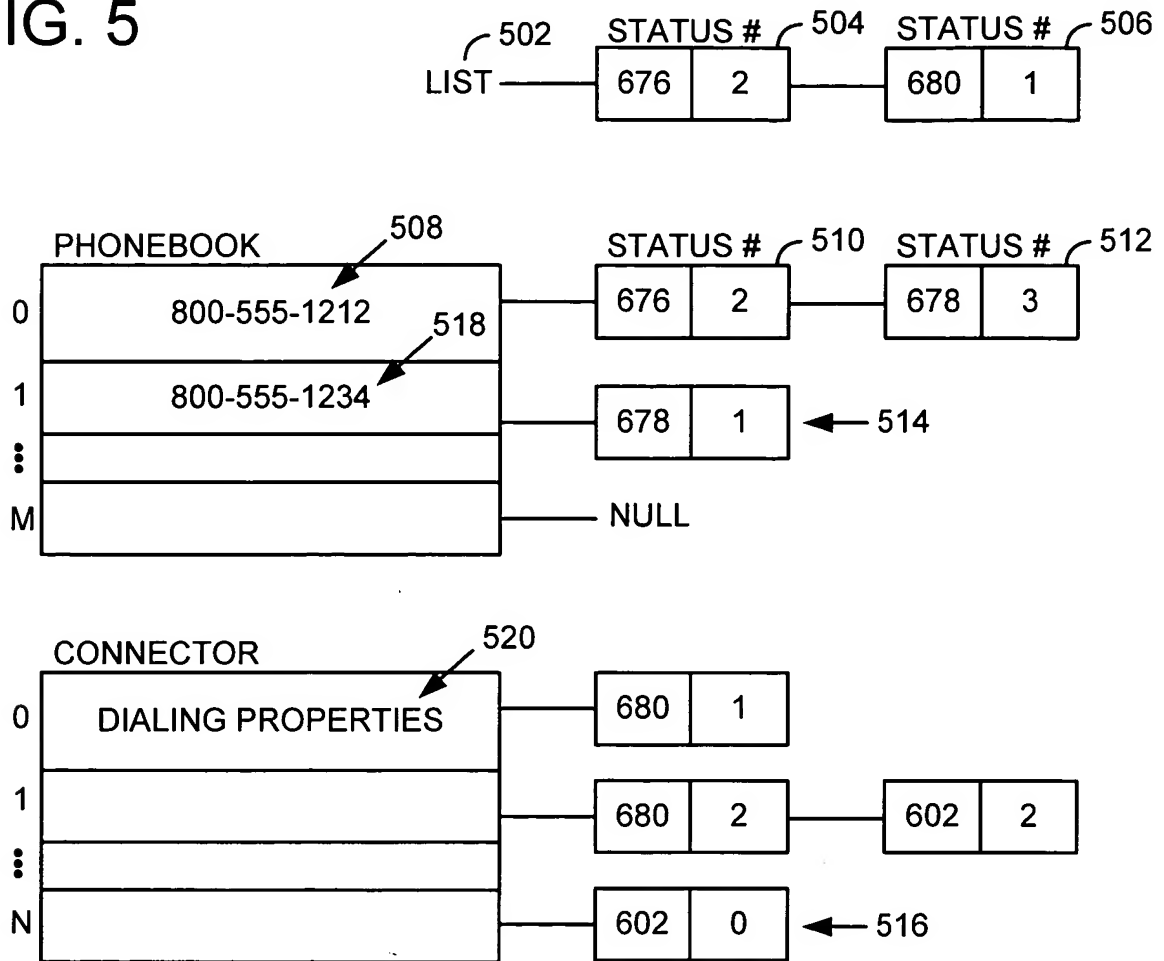


FIG. 6

| STATUS | THRESHOLD | # | ACTION |
|---------|-----------|---|-------------|
| 602 | 1-2 | 2 | NONE |
| 602 | 3 | 1 | CALL 602A() |
| 602 | 4-6 | 1 | NONE |
| 602 | 7 | 1 | CALL 602B() |
| 678 | 1 | | CALL 678() |
| 678 | 3 | | CALL 678B() |
| X, Y, Z | 7 | | CALL ALT() |
| ○ | ○ | | ○ |

Diagram illustrating a table structure (600) with columns STATUS, THRESHOLD, #, and ACTION. The table contains rows of data and pointers (602, 604, 618, 606, 616, 622, 620, 608, 610, 612, 614) pointing to specific cells or rows.

FIG. 7

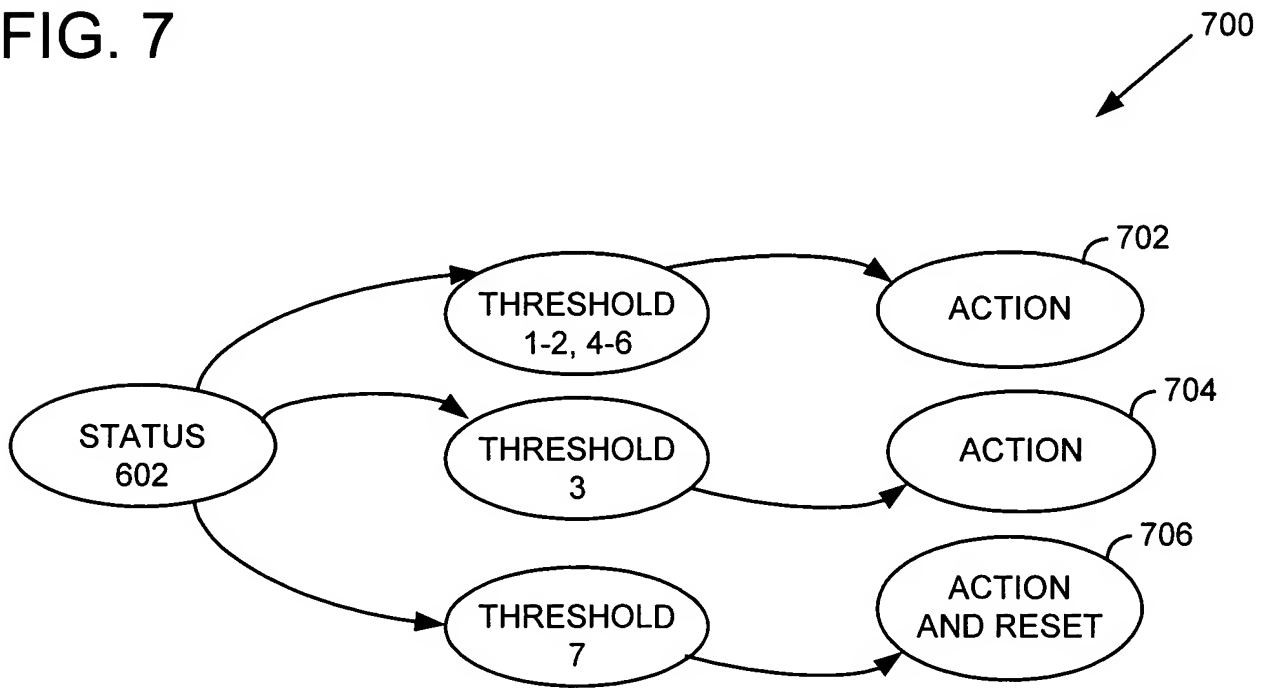


FIG. 8

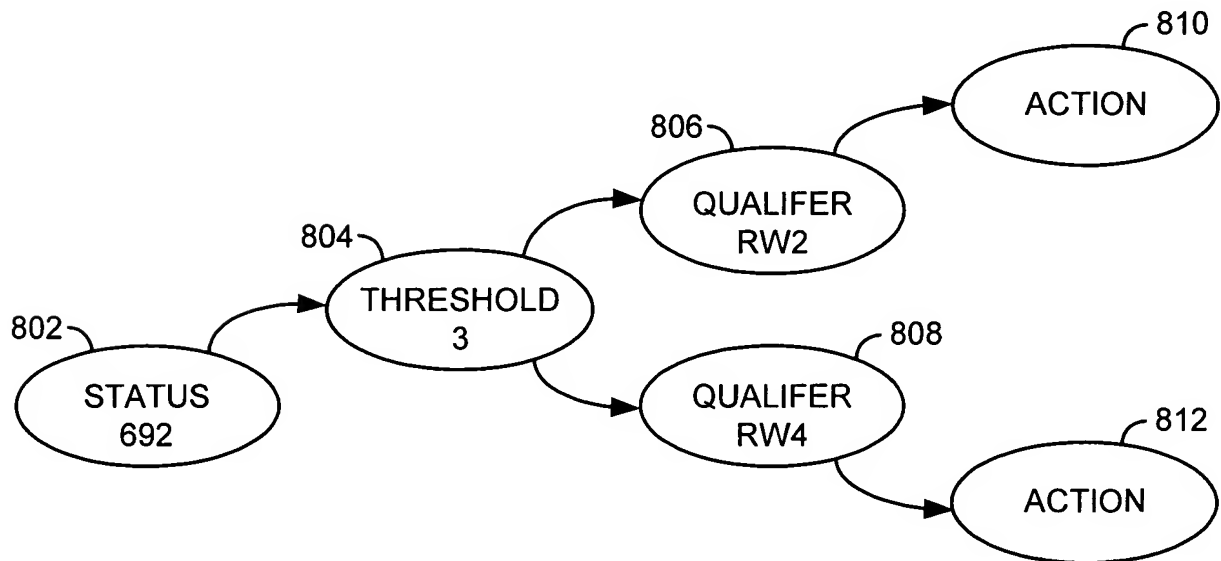
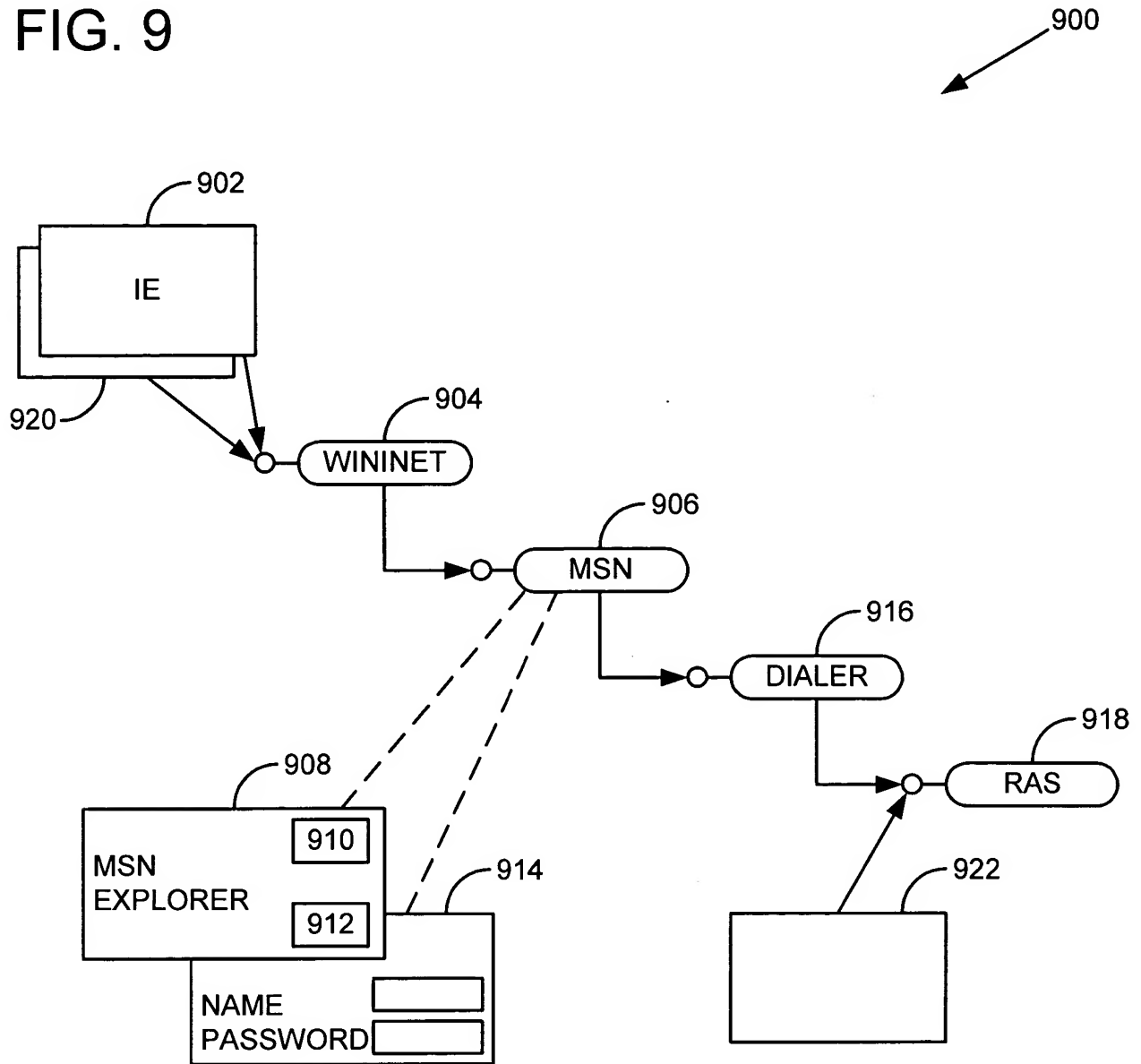


FIG. 9



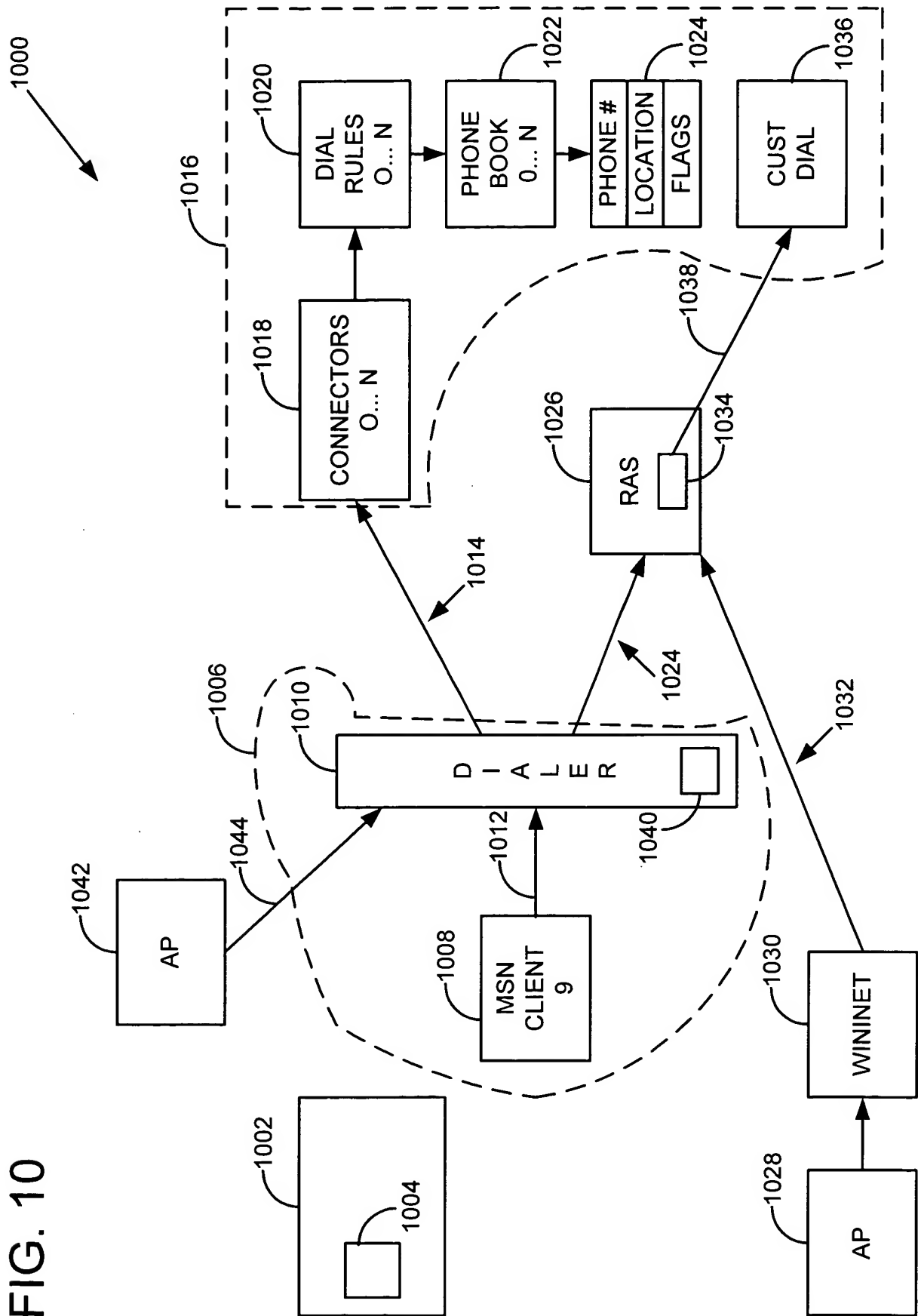


FIG. 11

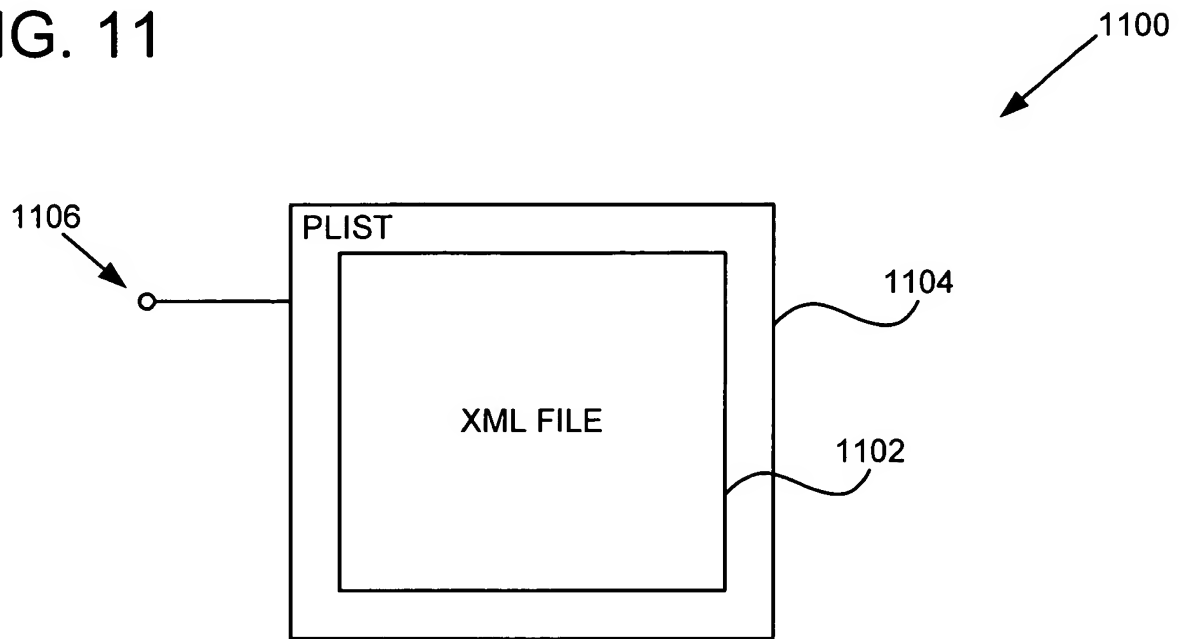


FIG. 12

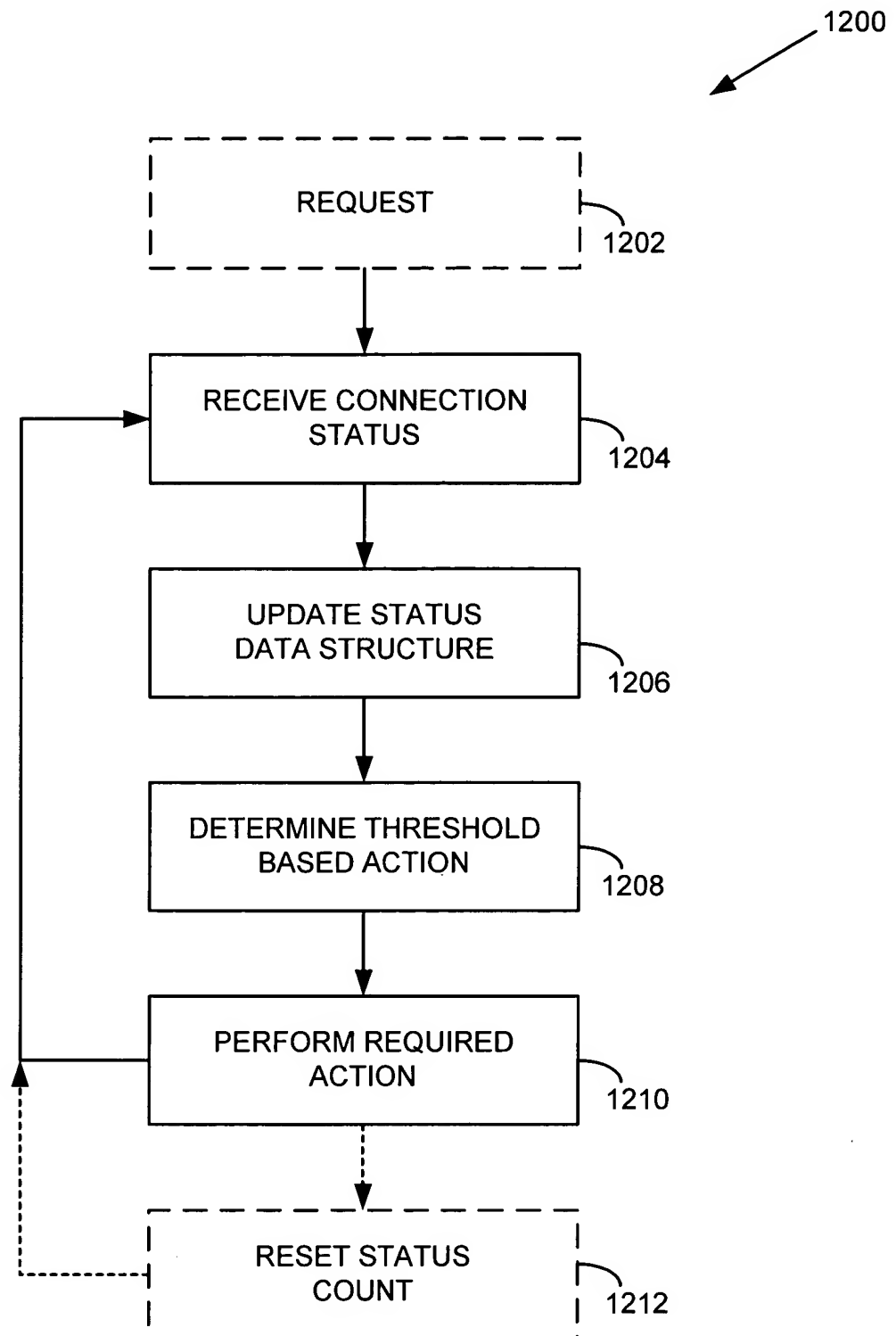


FIG. 14

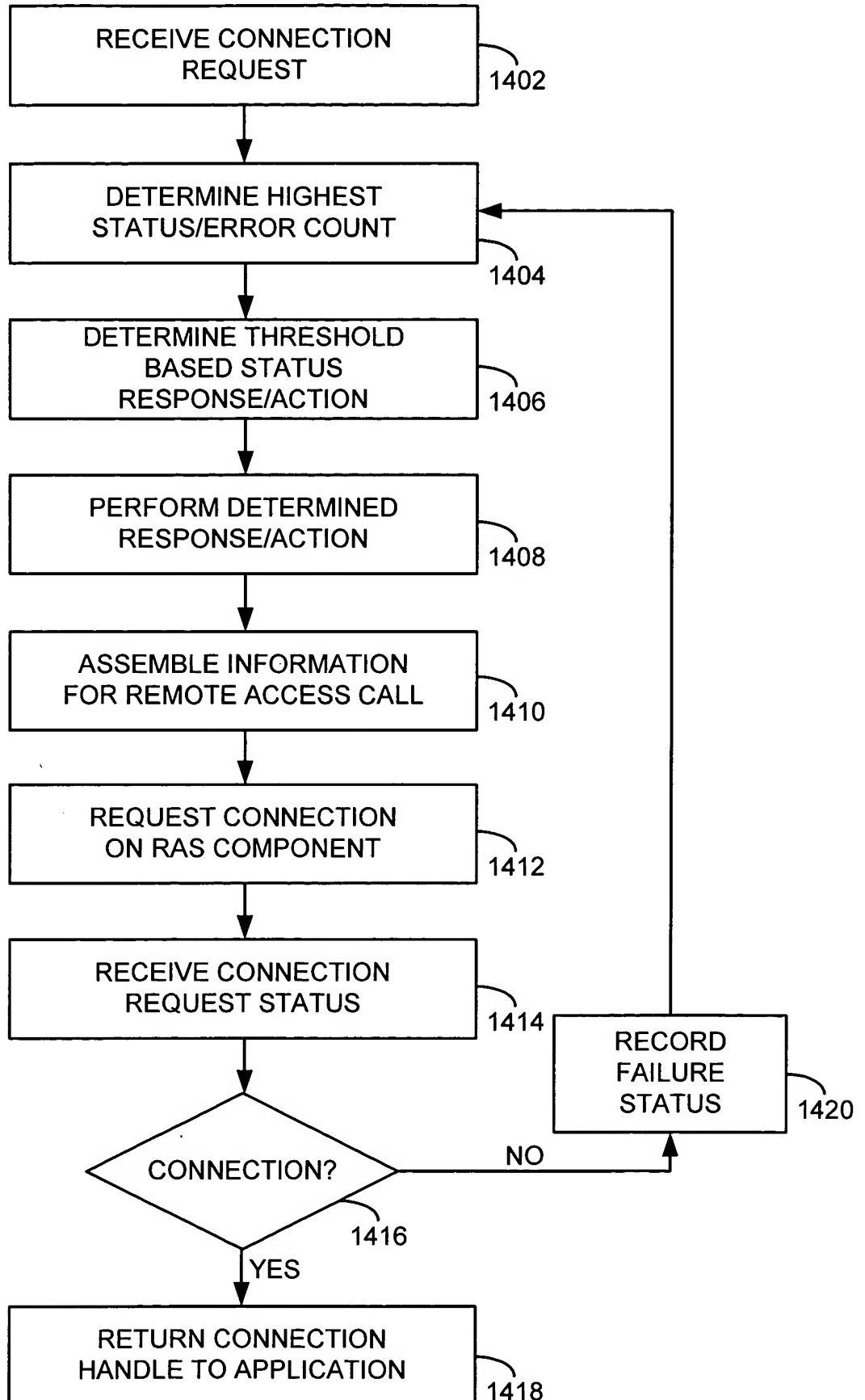


FIG. 15

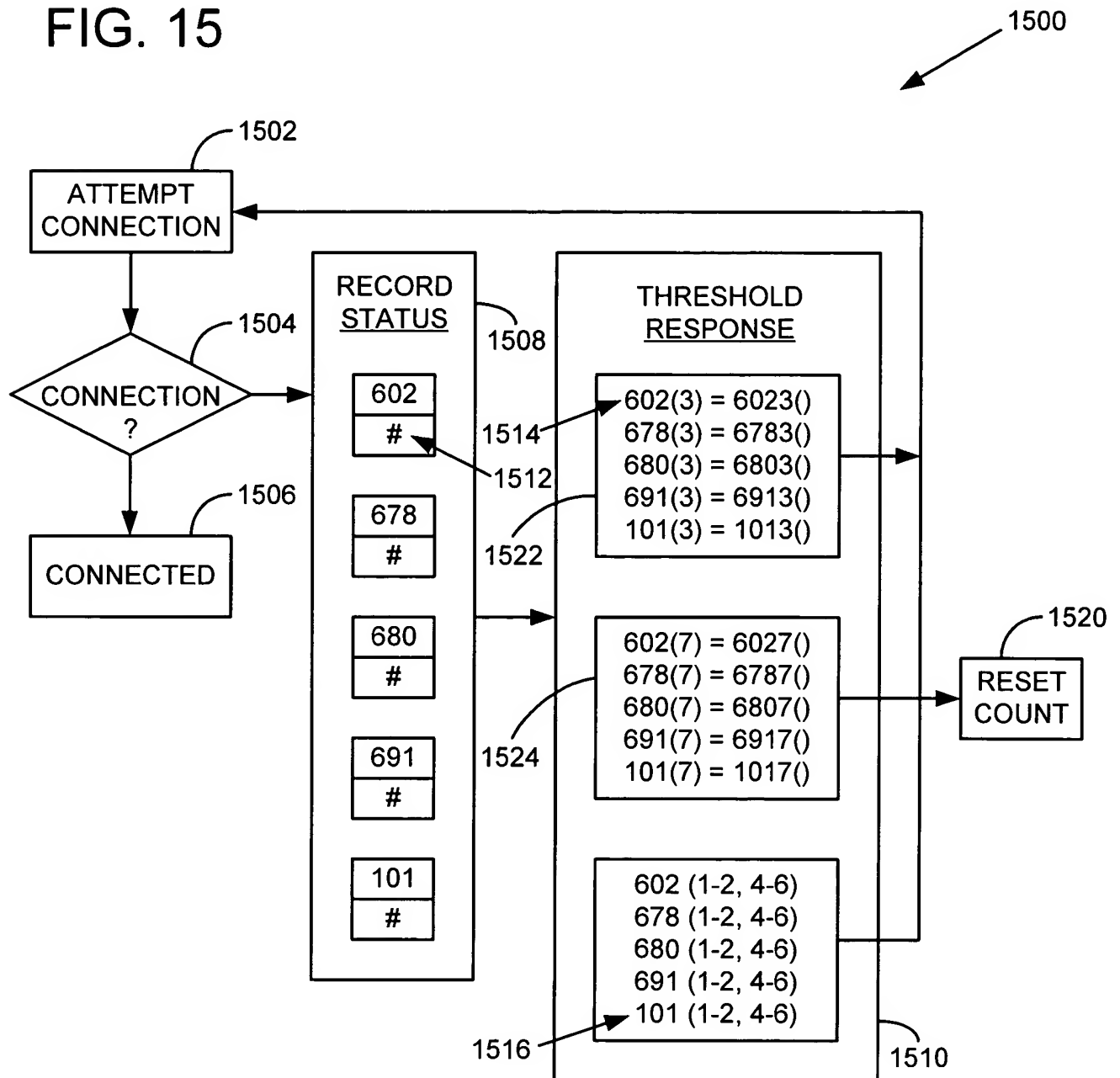


FIG. 16

1602

Detailed steps to resolve the issue 1604

Dynamically show links to resolutions 1606

Help OK Cancel and try again

FIG. 17

Dialing Error 602 - Unable to connect to the internet because there is an open Port.

We are unable to connect you to the internet at this time because we have determined that the modem is being utilized by another utility or application. Please do the following to resolve this issue:

1. Please make sure that there are no other services using the modem at this time.
(Display any other apps that may be using the connection)
2. Please reboot your computer and restart MSN 8.

Help OK Cancel and try again

FIG. 18

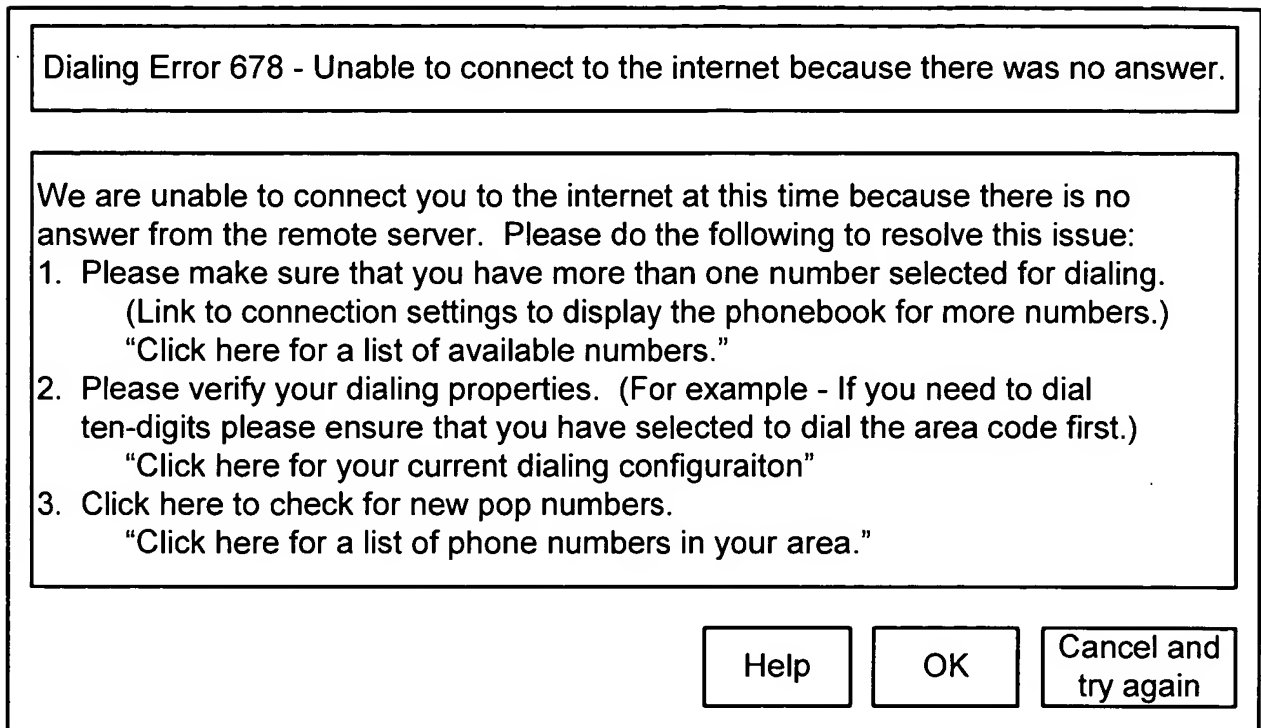


FIG. 19

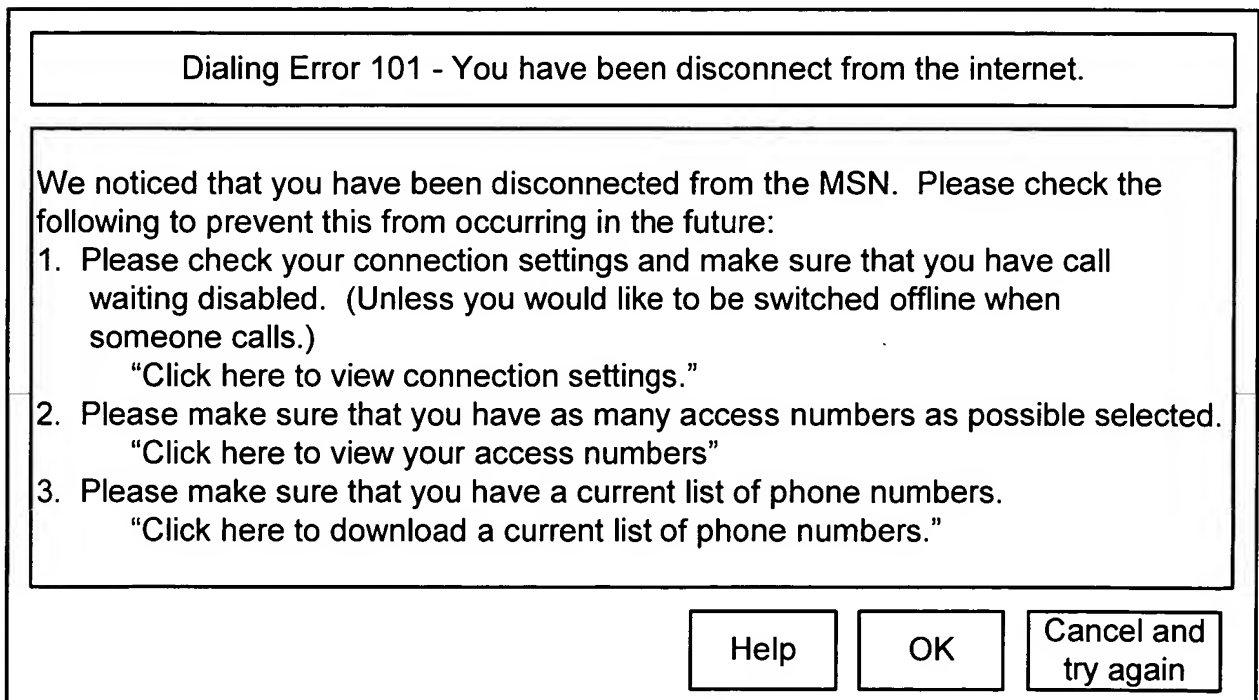


FIG. 20

Dialing Error 680 - Unable to connect to the internet because there was no dial tone..

We are unable to connect you to the internet at this time because we have determined that there is no dial tone. Please do the following to resolve this issue:

1. Please make sure that you are hearing your modem and its attempt to connect to the internet.
2. Please make sure that if you have voice mail, that you check your messages since a stuttered dial tone will not be detected as a dial tone.
3. Please check to make sure that your using the correct dialing options (pulse dialing v. tone dialing.)

["Click here to view dialing settings"](#)

Help

OK

Cancel and try again

FIG. 21

Dialing Error 691 - Unable to connect to the internet because there is an issue with your account.

We are unable to connect you to the internet at this time because we are not able to log you on to the internet. Please do the following to resolve this issue:

1. Please make sure that your dialing properties are correct.
["Click here to view dialing properties"](#)
2. We would like to connect you to an 800 number to verify your account information is correct.
["Click here to connect to the 800 number"](#)

Help

OK

Cancel and try again

FIG. 22

